STS wants people to think about science differently. We want to understand science as a force in modern society. We want to understand what underpins its successes and failures. We want to understand its boundaries and concentrations. We want to know why, while people sometimes love science and sometimes hate it; they increasingly use science to do things in our lives.

You are able to access hyperlinks via the online version in the STS Moodle page.
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Welcome to UCL

Dear students

To those of you who are returning, welcome back. To those of you who are new, congratulations for choosing UCL as your university. Whatever your degree programme, your UCL education offers fantastic opportunities to stretch your intellect, expand your experience and develop your skills. And you are in London, which was this year recognised by QS as the best city in the world for students.

We want you to learn how to think, not what to think: through our Connected Curriculum you have the opportunity to take part in research and enquiry and to create new knowledge. Your programmes are informed by the work of UCL’s world-leading researchers and are designed to develop your skills of analysis and problem-solving, preparing you for your career, wherever it takes you. At UCL, we believe the best way to solve a problem is to bring together thinking from different academic disciplines. This is reflected in the UCL Grand Challenges, our joined-up approach to the world’s most pressing problems. Most of our degrees allow you to take elective modules from other disciplines within UCL and we encourage language study, to bring new perspectives to your studies.

I warmly encourage you to shape your journey at UCL. Take our university-wide surveys and make your voice heard. Become a ChangeMaker or an Academic Representative and work in partnership with academics to make your programme of study even better.

You’ll also have opportunities to learn outside your degree programme. Participate in our Global Citizenship Programme, exploring ways of addressing some of the world’s most pressing challenges in the two weeks of summer term following exams. Get involved with amazing volunteering opportunities (coordinated by the Volunteering Services Unit) and make a difference locally. Investigate opportunities for entrepreneurship through UCL Innovation and Enterprise.

UCL is first and foremost a community of great minds. You are a valuable member of that community. I hope you will take every opportunity to shape your time here, so that your experience is the best possible.

Professor Michael Arthur
UCL President and Provost
Welcome to UCL Department of Science and Technology Studies, which we abbreviate to "STS". We are part of UCL’s Faculty of Mathematics and Physical Sciences, or "MAPS". This is a fantastic place to be, and I think you've made a great choice. We have award-winning tutors and public engagement. We have fantastic academic programmes. We've worked hard to create modules and degrees that inspire. We're proud of the work we do, and we're ready to run alongside you as fast as you want to travel.

STS is an interdisciplinary centre for studying science. Sometimes, we focus on science as a body of knowledge and a set of methods. Sometimes, we focus on it as a product and producer of culture. Science has many histories, philosophies, and sociologies. It provides us with a medium for exploring fundamental questions. Science also has specialised approaches to communication, public engagement, and policy. We focus on these, too. All together, we are one of the most intellectually diverse communities at UCL. This brings us enormous strength. The more you join our academic programmes, the more you'll grow, too.

STS is respected across UCL for our dedication to teaching and learning. We commit ourselves to creating academic experiences that reward hard work. We also keep careers in mind. Over the past two years, we've reviewed our curriculum and assessment to ensure we are training you for the next decade, not the past one. Indeed, for more than twenty years, STS has helped students grow into the futures they defined for themselves. Some have moved at slow and steady paces. Others have found themselves well-positioned to take advantage of opportunities when they arose. No matter which path you find yourself taking over your time at UCL, you'll have STS encouraging you towards ambitious futures and more opportunities.

This is your time. Take the lead. Let us help.

Professor Joe Cain
STS Head of Department
4 Preliminaries

The STS Student Handbook provides general information and key information relating to the operation of STS degree programme. This includes key dates, department policies on coursework submission and penalties that may be applied, as well as contact details for key people. It is intended as a first point of reference for queries and contains links to relevant official documents and online resources. The primary course of rules and regulations for all UCL students and degrees is the UCL Academic Manual http://www.ucl.ac.uk/srs/academic-manual

5 Location and staff

5.1 STS postal address and general contact details

STS Student Handbook provides general information and key information relating to the operation of STS degree programme. This includes key dates, department policies on coursework submission and penalties that may be applied, as well as contact details for key people. It is intended as a first point of reference for queries and contains links to relevant official documents and online resources. The primary course of rules and regulations for all UCL students and degrees is the UCL Academic Manual http://www.ucl.ac.uk/srs/academic-manual

5.2 STS location

STS is located in 22 Gordon Square. STS Reception is located in Room G2. Teaching activities are situated throughout the UCL Bloomsbury Campus. UCL provides an interactive map service:

www.ucl.ac.uk/maps

5.3 Explanation of the relationship between department and faculty

Your degree is defined by three layers of regulations. Students are expected to familiarise themselves with documents applying to their degrees.

- Regulations set by UCL http://www.ucl.ac.uk/ras
- UCL Academic Manual http://www.ucl.ac.uk/srs/academic-manual
- Regulations set by MAPS Faculty http://www.ucl.ac.uk/mathematical-physical-sciences
- Regulations set by STS “local rules. These are available from the STS Moodle page.

The hierarchy of these rules is simple: UCL rules in the Academic Manual override all rules and regulations set by faculties and departments. Faculty rules override rules set by departments.

5.4 Key staff members within the department and faculty

<table>
<thead>
<tr>
<th>Head of Department</th>
<th>Professor Joe Cain</th>
<th><a href="mailto:j.cain@ucl.ac.uk">j.cain@ucl.ac.uk</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Department Manager</td>
<td>Lori Coletti Campbell</td>
<td><a href="mailto:sts-dm@ucl.ac.uk">sts-dm@ucl.ac.uk</a></td>
</tr>
</tbody>
</table>
5.5 Departmental staff related to the programme

STS programmes - our degrees and modules - are managed by "programme tutors". They also manage the programme of personal tutors to ensure students get the support they require. This forms the second layer of academic and pastoral support.

<table>
<thead>
<tr>
<th>Role</th>
<th>Person</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergraduate Programme Tutor</td>
<td>Dr Simon Werrett</td>
<td><a href="mailto:sts-ugtutor@ucl.ac.uk">sts-ugtutor@ucl.ac.uk</a></td>
</tr>
<tr>
<td>Postgraduate Taught Programme Tutor</td>
<td>Dr William MacLehose</td>
<td><a href="mailto:sts-msctutor@ucl.ac.uk">sts-msctutor@ucl.ac.uk</a></td>
</tr>
</tbody>
</table>

6 Key dates

6.1 Term dates, exam/assessment period, core activities

An academic year is called a "session". Each session has three "terms". Term 1 is in the Autumn; Term 2, the Winter. These are the main teaching terms. Term 3 is the Spring, after Easter. For undergraduates, Term 3 primarily is used for revision and examinations. For postgraduate taught students, this primarily is used for skill-development associated with their dissertation.

Term 1 is twelve weeks, including an induction week for the whole session. Induction Week is used for orientation activities for new students in preparation for their studies.

Term 2 is eleven weeks. Both Term 1 and 2 have "reading weeks" midway. These are natural stopping points in the programme of study. Students are expected to undertake work related to their degrees during reading weeks; however, STS holds no mandatory lectures or meetings during those weeks. Some programmes require attendance on campus during reading weeks. STS does not.

Postgraduate taught programmes follow the same session and term calendars as undergraduates. However, their programme requires work over a full calendar year. Full-time students are required to attend for one full calendar year; part-time students, two calendar years. This means there is required work to undertake during the summer months, and the last item of assessed work in the degree is the dissertation, or research project, normally due at the end of August.
6.2 UCL Term Dates: 2018/19

<table>
<thead>
<tr>
<th>Term 1</th>
<th>Monday 24 September 2018 - Friday 14 December 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Term 2</td>
<td>Monday 7 January 2019 – Friday 22 March 2019</td>
</tr>
<tr>
<td>Term 3</td>
<td>Tuesday 23 April 2019 – Friday 7 June 2019</td>
</tr>
</tbody>
</table>

Not all departments operate Reading Weeks. STS does, following College Reading Weeks which are the weeks beginning Monday 5 November 2018 (Week 7), and Monday 11 February 2019 (Week 6).

<table>
<thead>
<tr>
<th>Christmas College Closure</th>
<th>Close 5.30pm Friday 21 December 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Open 9.00am Wednesday 2 January 2019</td>
</tr>
<tr>
<td>Easter College Closure</td>
<td>Close 5.30pm Tuesday 16 April 2019</td>
</tr>
<tr>
<td></td>
<td>Open 9.00am Tuesday 23 April 2019</td>
</tr>
<tr>
<td>Bank Holidays</td>
<td>Closed – Monday 6 May 2019</td>
</tr>
<tr>
<td></td>
<td>Closed – Monday 27 May 2019</td>
</tr>
<tr>
<td></td>
<td>Closed – Monday 26 August 2019</td>
</tr>
</tbody>
</table>

Further information:
- Search Term: term dates

6.2.1 Module Selection and Verification Deadlines

Initial module selections will need to be made by the following deadlines:

<table>
<thead>
<tr>
<th>Students select modules for the year ahead (any changes to Term 1 modules will also need to be made by this deadline)</th>
<th>September Starters</th>
<th>January Starters</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>October (Term 1, Week 3)</td>
<td>January (Term 2, Week 2)</td>
</tr>
</tbody>
</table>
Departments approve selections for the year ahead | October (Term 1, Week 5) | January (Term 2, Week 3)  
---|---|---  
Students verify module selections and notify the Department if they want to make any changes to their Term 2 or 3 modules. | December (Term 1, Week 11) | Not applicable  
Departments approve any changes to Term 2 or 3 modules. | December (Term 1, Week 12) | Not applicable

Exact deadlines will be published each year in the Student and Registry Services calendar and in the ‘Module Selection Task’ on Portico.

It is very important that module selections are verified by the above dates as the examination timetable will be based on the information recorded on Portico at this point.

6.3 UCL Examination Periods 2018-19
Examination Period: 25 April 2019 to 7 June 2019  
Late Summer Assessment Period: TBC
All other examinations for HPSC modules are held during term 3. The examination timetable is published via Portico (the Student Information system) in March. Students will receive an email from Student Registry Services (Exams) asking you to confirm that you have been registered for the correct modules and the correct exams. It is essential that you check your personal timetable to ensure that you are entered for the correct examinations.
Examinations for undergraduate affiliate students not attending UCL in term 3 are offered an alternative assessment, usually an additional essay.
STS students who require special dispensation for examinations, with conditions such as dyslexia, eye or back problems and other medical conditions, may request reasonable adjustments to complete an exam. Applications for students to apply for these dispensations are usually communicated at the end of term 2.

6.4 Final Verification for Student term 2 module choices
Students must verify their Term 2 module selections no later than Wednesday 05 December 2018. This deadline allows UCL time for scheduling examinations in Term 3. STS will confirm these selections to SRS before Friday 14 December 2018.

6.5 Department and Faculty-level events and key dates
Key dates for HPSC modules are posted in the module syllabus and, normally, on the module’s Moodle page.
Key dates for the department are posted on the STS website, are distributed to students via emails, and normally are posted via STS’s social media.
STS run a comprehensive programme of seminars and events, which are widely publicised on social media and through departmental channels. All STS students are invited to attend.

6.6 How UCL and the department will communicate with students

UCL will communicate with students via:

- **UCL student email** – Students should check their UCL email regularly: [http://www.ucl.ac.uk/isd/services/email-calendar](http://www.ucl.ac.uk/isd/services/email-calendar)
- **UCL Moodle** – UCL’s online learning space, used by module organisers, programme leaders, departments and faculties to provide essential information in addition to learning resources: [https://moodle.ucl.ac.uk/](https://moodle.ucl.ac.uk/)
- **myUCL** – A weekly term-time e-newsletter to all students (undergraduate and postgraduate) at UCL, which covers key internal announcements, events and opportunities: [http://www.ucl.ac.uk/news/student/what-is-myucl](http://www.ucl.ac.uk/news/student/what-is-myucl)
- **UCL Instagram** – UCL’s official Instagram channel, featuring news, events, competitions and images from across the UCL community: [https://www.instagram.com/ucl/](https://www.instagram.com/ucl/)

STS also has a social media presence (Twitter @STSUCL and Facebook [www.facebook.com/STSUCL](http://www.facebook.com/STSUCL) and Instagram [https://www.instagram.com/ucl_sts/](https://www.instagram.com/ucl_sts/)).

UCL students are expected to abide by its regulations on computer use. Systems are monitored for abuse and illegal activity.

6.7 Hours of study

Studying a subject in a module involves much more than class time. Students are expected to make good use of independent reading, independent research, and self-directed study. UCL manages a spectacular range of resources towards these ends. Discuss the possibilities with your personal tutor and module tutors. Also, please explore along your own interests. Students also are expected to commit considerable time to assessed coursework and preparation for examinations.

6.8 Personal study time

In general, both undergraduates and postgraduate students are expected to study 150 hours in total for each 15 credit module.

Reading Weeks are not intended as periods of leave from the programme of study. They are purposefully unstructured time in the academic diary, reserved for catching-up, reflecting, pursuing related projects, and making substantial progress on assessed coursework. These are not intended to be holidays.
6.9 Attendance requirements

UCL expects ALL students to aim for 100% attendance, and has a minimum attendance requirement of 70% of scheduled learning, teaching and assessment activities. If a student does not meet this requirement they may not be eligible for summative assessment.

Registers to monitor attendance will be taken at each class. All STS students are expected to sign an attendance register at every class. The module tutor will give students the register to sign at the start of each class. Any student caught signing on behalf of another student will be reported to the Programme Tutor.

The registers are a tool used by the Programme Tutors to assist them in their role by highlighting any student who may be struggling or require additional support.

Further information:
- Attendance requirements: https://www.ucl.ac.uk/academic-manual/chapters/chapter-3-registration-framework-taught-programmes#top

Tier 4 students: Absence from teaching and learning activities

In line with UCL’s obligations under UK immigration laws, students who hold a Tier 4 visa must obtain authorisation for any absence from teaching or assessment activities. UCL is required to report to UK Visas and Immigration (UKVI) and engagement monitoring is undertaken by departments at regular points during a student’s registration. This is not only to meet the UKVI requirements, but also to identify any problems as early as possible to ensure action is taken to advise or assist the student.

Further information:
- Attendance requirements: https://www.ucl.ac.uk/academic-manual/chapters/chapter-3-registration-framework-taught-programmes#top
- Immigration and visas: https://www.ucl.ac.uk/students/immigration-and-visas:

7 Our Expectations of Students

7.1 UCL Disciplinary Policies and Expected Behaviour

UCL enjoys a reputation as a world-class university. It was founded on the basis of equal opportunity, being the first English university to admit students irrespective of their faith and cultural background and the first to admit women. UCL expects its members to conduct themselves at all times in a manner that does not bring UCL into disrepute. Students should ensure they read and familiarise themselves with UCL’s Student Code of Conduct and other related policies and should be aware that any inappropriate behaviour may lead to actions under UCL’s Student Disciplinary Procedures.

Further information:
- Student disciplinary code: https://www.ucl.ac.uk/academic-manual/chapters/chapter-6-student-casework-framework
• Harassment and bullying: https://www.ucl.ac.uk/students/policies/conduct/harassment-and-bullying-policy
• Equality and religion: https://www.ucl.ac.uk/students/policies/equality/religion

8 Programme structure

8.1 The structure of the programme, duration, credits, qualification(s)

Students with questions about their degrees or UCL rules should consult their personal tutor in the first instance. The UCL Academic Manual is the first point of contact for the rules themselves.

For undergraduates, STS local rules define the modules required for completion of a particular degree. For postgraduate taught students, STS maintains degree requirements. Information for both undergraduate and postgraduate programmes are available on the STS website. Students are committed to the local rules in place for the year they started their programme. Later changes to the local rules do not apply. The local rules are available on the programme Moodle site that is applicable to your programme of study. Please ensure that you familiarise yourself with these when you make your module choices.

Should a compulsory module become unavailable during the normal course of study, STS programme tutors will consider substitutions and are the official source for approving these substitutions. The main criterion for substitution is that the result maintains a coherent programme of study within the degree title.

9 Tutorials and supervision

9.1 What students can expect in terms of academic and personal tutoring

Academic and Personal Tutoring

UCL is committed to providing all students with the academic guidance and personal support that they need to flourish as members of our active learning and research community. As part of the wider support infrastructure provided by a programme, every undergraduate or taught postgraduate student will be assigned a member of staff who can provide constructive academic and personal development guidance and support. At the start of the year, students should be provided with the name and identity of their personal tutor, the date of their first meeting, and where and when the personal tutor can be found in term time. Students are encouraged to be proactive in engaging with their Personal Tutor, as it is the responsibility of the student to keep in touch.

9.2 Departmental personal tutoring - STS tutors

The first points of contact for students are:

• your module tutor: help with that module
• your personal tutor: help with degree, university, careers, and life in general

STS prides itself on our personal tutoring system. Personal tutors are members of academic staff trained to provide tailored academic advice (related to degrees and university). They also know about resources available elsewhere in UCL for pastoral support. This includes physical and mental health, careers, rights and advice, and financial assistance. UCL also is well-supported with academic and welfare teams for students in need. These resources are listed [http://www.ucl.ac.uk/prospective-students/graduate/life/non-academic-resources/support-welfare](http://www.ucl.ac.uk/prospective-students/graduate/life/non-academic-resources/support-welfare).

Each STS student is assigned a personal tutor. Make the most of this relationship by meeting with your personal tutor on a regular basis. It is a UCL requirement that students should meet with their personal tutors a total of 5 times, 3 of which should be face-to-face. We will invite you to required termly meetings, but take the initiative and ask for more if that suits your needs. Meet monthly, for instance. Keep the conversation moving. Help your personal tutor get to know you, your academic work, and your aspirations. Personal tutors are most effective when kept in conversation.

Further information:

- [Personal Tutors: https://www.ucl.ac.uk/ppd/personal_tutors](https://www.ucl.ac.uk/ppd/personal_tutors)

### 9.3 How dissertation supervision operates and the expectations of both the supervisor and student

Dissertation supervisors help students decide the topic of the dissertation and advise about primary and secondary readings, formulate ideas and hypotheses, and offer guidance on the proposed structure.

Students and supervisors are expected to meet every two weeks in face-to-face meetings.

First meetings should at first be initiated by the supervisor (UG model), moving towards meetings being initiated by the student (PhD model).

Supervisors are expected to remain in contact and access in relation to the student throughout the summer. If the supervisor is away from College for an extended period, this should include e-access (supervision by Skype or email).

Supervisors are expected to read and comment on drafts submitted by the student. The number of drafts should be agreed in advance. Drafts should be read and feedback and comments provided to the student at the next meeting. They should provide advice on the submission of research proposal of 2000 words.

Supervisors should advise on the organisation of the dissertation into sections or chapters, including matters of presentation, such as the title page, contents page, pagination, footnoting and bibliography.

The Supervisor will first mark the dissertation.

The Supervisor will provide a mark and substantial comments on Moodle within a period of one month (an absolute deadline) from the date of submission and the Supervisor will liaise with the second marker to agree a final mark. If the Supervisor and second marker cannot agree a final mark, the Chair of the STS Board of Examiners will be consulted and the external examiner in the relevant subject area will be asked to intervene and agree a mark with both the first and second marker.
In the event that the student fails the dissertation module, the Supervisor must be available to provide additional feedback on improvements for re-submission.

### 9.4 Transition Mentors (First year UG only)

The UCL Transition Programme supports new first-year students at UCL, helping them to settle in quickly and achieve their potential. Each first-year student is assigned a Transition Mentor for their first term. Transition mentors are later-year students within each department who work with small groups of students on a weekly basis to help them settle in to UCL and London as well as focusing on academic issues and topics specific to their degree programme. First-year students meet their Transition Mentor during Fresher’s Week at their department’s ‘Meet your Mentor’ session.

Further information:
- Transition Mentors: [https://www.ucl.ac.uk/students/academic-support/transition-mentors](https://www.ucl.ac.uk/students/academic-support/transition-mentors)

### 9.5 Information on summer internships

STS has a summer studentship programme, which supports students working with STS academics on research projects directly related to their research programmes. These opportunities will be circulated in the Spring, and STS students will be encouraged to apply.

### 10 Advice on choosing module options and electives

#### 10.1 Choosing modules and electives

Modules are the individual units of study which lead to the award of credit. Many programmes offer students the opportunity to choose between different modules that they are interested in. However, some new students will find they do not need to make selections as all their modules are compulsory. If students need to choose modules, their department will advise them of how and when to do this, usually during departmental introductions. The deadlines for making module selections are outlined in the Key Dates section and are posted on Portico each year.

**Affiliate Students:**

STS Affiliate students will be advised of the process for selecting modules by the STS Affiliate Tutor. Modules may need to be selected before enrolment, or after the student has arrived at UCL.

#### 10.1.1 Part-time Taught Postgraduate students

Part-time Taught Postgraduate students may be unable to pay their fees until they have chosen their modules. Students should check with the UCL Student Fees Team if they are unsure about this by emailing [fees@ucl.ac.uk](mailto:fees@ucl.ac.uk) or calling +44 (0)20 3108 7284.

Students might also wish to contact their programme administrators to confirm details of their programme’s fee structure.

Part time Taught Postgraduate students normally register for four modules in their first year. However, you should discuss your study load with your Personal Tutor to ensure that you have the right balance of modules for your programme.
Further information:

- First days essential activities: https://www.ucl.ac.uk/students/new-students/checklists/first-few-days/essential-activities
- Search Term: Selecting Modules

10.2 Contact details for staff who can give advice

<table>
<thead>
<tr>
<th>Undergraduate Programme Tutor</th>
<th>Dr Simon Werrett</th>
<th><a href="mailto:sts-ugtutor@ucl.ac.uk">sts-ugtutor@ucl.ac.uk</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Postgraduate Programme Tutor</td>
<td>Dr William MacLehose</td>
<td><a href="mailto:sts-msctutor@ucl.ac.uk">sts-msctutor@ucl.ac.uk</a></td>
</tr>
<tr>
<td>Department Manager</td>
<td>Lori Coletti Campbell</td>
<td><a href="mailto:sts-dm@ucl.ac.uk">sts-dm@ucl.ac.uk</a></td>
</tr>
<tr>
<td>Teaching Administrator</td>
<td>Randalle Roberts</td>
<td><a href="mailto:sts-aa@ucl.ac.uk">sts-aa@ucl.ac.uk</a></td>
</tr>
</tbody>
</table>

10.3 Deadlines for choosing modules, and how a student will know if they have secured a place

UCL will advise students on the process of module registration. Registration is undertaken through Portico, which is the student information system in operation at UCL. The deadline for registering for modules is usually two weeks after the start of term. Further information regarding this will be published locally. Modules for the whole year are chosen at this time and we advocate that a total of 4 modules should be chosen for term 1 and 4 for term 2 rather than 5 and 3 or similar variations.

It is possible to change your module selections should you decide that you want to do something different. However, this must be done as soon as possible and certainly NO LATER than 2 weeks after the start of each term for modules within that term. If you wish to change a module, which runs in term 2 during term 1, you will have until end of term 1 to request the change. You will need to send an email to the Teaching Administrator to activate this in Portico. Affiliate students will do this in the same way.

STS students are required to obtain the approval of their personal tutor prior to the completion of their enrolment into modules. Normally, the personal tutor will be asked to sign-off all registration requests. Note: All compulsory modules are already registered against your record in Portico. For first year undergraduate students, there is no need to register your modules separately.

Students are expected to enter modules suitable to their year of study. Module levels are set after considerable reflection as to degree of difficulty and assumed skills. Programme tutors may restrict entry to modules on this ground. For example, first-year undergraduate students are normally prohibited from attempting intermediate and advanced level modules. Likewise, third-year undergraduate students normally are prohibited from attempting introductory modules.

Some limited scope exists within UCL regulations for module substitutions to the STS local rules. Discuss the possible need for this with your personal tutor. Substitutions must contribute to a coherent programme of study within the sought degree. The approval of the appropriate programme tutor is required for all changes to local rules. In every case, a student must secure written approval for any changes, and it is in their best interests to preserve these written records.
Students wishing to register on modules not run in STS normally need to secure permission from the department delivering the module. It is advisable to visit the relevant department to verify the process.

Modules are normally taught over one teaching term. The weekly schedule normally involves a small number of lectures, seminars and tutorials. The options for 2nd and 3rd year students are outlined in our module catalogue.

Further Information:
- Student support: https://www.ucl.ac.uk/students/student-support-and-wellbeing

### 11 Changes to Registration Status

#### 11.1 Information on how to change, interrupt or withdraw from a programme

Students wishing to make changes to their registration status should first discuss their plans with their Personal Tutor or Supervisor who can explain the options available and help students to make the right decision. Students should also ensure that they read the relevant sections of the UCL Academic Manual before making any requests to change their academic record.

**Applications must be made in advance of the effective date of change.**

**11.1.1 Changing modules**

If a student wishes to make changes to their individual modules they will need to do so by the deadlines in the Key Dates section. Students should contact their Department Office as soon as possible as all changes will need to be approved.

Further Information:
- Student status: https://www.ucl.ac.uk/students/status

**11.1.2 Changing programme**

If a student wishes to transfer from one UCL degree programme to another, they must make a formal application. The usual deadline for change of degree programme during the academic session is the end of October each year (for students registering in September, with a later date for students registering in January) to be compatible with module selection deadlines, although later transfers may be possible, where the transfer does not affect module selections. Students should log in to their Portico account and complete the online application under the 'C2RS Home' menu. Students are strongly advised to discuss their plan with the departments involved before requesting a change of programme on Portico.

Further information:
- Student status: https://www.ucl.ac.uk/students/status

**11.1.3 Interruption of studies**

If a student requires a temporary break from their studies and plans to resume their programme at a future date, they must apply for a formal Interruption of Study.
Further information:
- Student status: https://www.ucl.ac.uk/students/status
- Interruption to study: https://www.ucl.ac.uk/academic-manual/chapters/chapter-3-registration-framework-taught-programmes#top

11.1.4 Withdrawing from a programme

If a student wishes to leave their degree programme prior to completing their final examinations they must apply for a formal withdrawal from their studies. Applications must be made in advance of the effective date of change. Students should login to their Portico account and complete the online application under the ‘C2RS Home’ menu.

Further information:
- Student status: https://www.ucl.ac.uk/students/status

11.1.5 Informing the Student Loans Company of changes to your student status

If a student makes a change to their programme or registration status during the course of the academic year, it is important that the Student Loans Company (SLC) is notified. The SLC can then re-assess and update its records. Changes could include a student withdrawing from their academic programme, an interruption in studies or transferring to a new programme. The SLC must also be notified when there is a change in mode of study or when a student has returned from an interruption.

To inform the SLC of a change in your student status, a Change of Circumstance (CoC) form must be completed online by your Faculty. See the Key Contacts section for details of who to contact in the Faculty if you require a CoC form to be submitted on your behalf or if you have any related queries.

12 Progression, Award and Classification

12.1 Information on how a student progresses through the programme – what does a student need to complete and pass to be awarded a degree; what are the criteria for condonement (if applicable) what are the consequences of unsatisfactory progress

UCL’s Progression and Award Requirements define how many credits and modules students need to pass to progress from one year of study to the next and to be awarded a UCL qualification.

12.1.1 Understanding your marks

The UK university undergraduate marking system has historically been different from most other systems around the world. The system is also likely to differ from what you are used to from school or college.

Honours degree If you study for an undergraduate degree at UCL, you are aiming to graduate with a degree with honours. With this type of degree, the level of your academic
performance on your programme is indicated by the ‘class’ of degree – or honours - you are awarded. Most universities award a class of degree based on the marks from the assessed work you have completed. To distinguish between students on the basis of their academic achievement, undergraduate degree awards are classified as follows:

**First-Class Honours (70% and above):** a first class degree, usually referred to as a ‘first’ or 1st, is the highest honours degree you can achieve

**Upper Second-Class Honours (60-69%):** there are two levels of second class degree. An upper second class, known as a 2:1 or two-one, is the higher of the two levels

**Lower Second-Class Honours (50-59%):** a 2:2 or two-two is the lower level of the second class degree

**Third-Class Honours (40-49%):** known as a ‘third’ or 3rd, this degree is the lowest honours degree achievable

**Ordinary Degree:** if an honours student fails to achieve a third class by a small margin, they will be awarded an ordinary degree i.e. without honours.

**BA, BSc, MEng or what?** When you graduate, the honours degree you are awarded depends on the disciplines you study.

- For example, if you take an undergraduate degree in biochemistry, the qualification you will receive is BSc, where ‘B’ signifies ‘Bachelor’ and ‘Sc’ signifies ‘Science’.
- If you take an integrated Master’s degree (a four year honours degree course which combines three years of undergraduate study with a fourth year at postgraduate level) the qualification you will receive is MEng, MSci or MPharm, depending on your discipline.

At UCL, at the successful completion of your UCL taught undergraduate programme, you will be awarded one of the following degrees, according to your discipline:

- Bachelor of Arts (BA)
- Bachelor of Arts and Sciences (BASc)
- Bachelor of Education (BEd)
- Bachelor of Engineering (BEng)
- Bachelor of Fine Arts (BFA)
- Bachelor of Laws (LLB)
- Bachelor of Medicine, Bachelor of Surgery (MBBS)
- Bachelor of Science (BSc)
- Bachelor of Science (Economics) (BSc (Econ))
- Master of Engineering (MEng)*
- Master in Science (MSci)*
Master of Pharmacy (MPharm)*

*integrated Master’s degree

**Assessment at UCL** The way your assessments are marked is likely to be different to your previous school or college. Percentage marking is scaled differently according to your discipline - in particular the use of marks below 40 and above 70 - so it’s important to get to know the marking criteria for your programme. **To understand how your performance will be assessed, look at the marking criteria for your assignment.** (See the UCL Student Guide to Assessment and Feedback)

**What is your assessor looking for?** UCL’s Academic Manual https://www.ucl.ac.uk/academic-manual/ states that to successfully complete your undergraduate degree at UCL, you will have to demonstrate:

- a systematic understanding of key aspects of your field of study, including coherent and detailed knowledge, at least some of which is at, or informed by, the forefront of your field of study
- an ability to use accurately the established techniques of analysis and enquiry within your field of study
- a conceptual understanding that enables you to devise and sustain arguments and solve problems, using ideas and techniques, some of which are at the forefront of your field of study
- a conceptual understanding that means you can describe and comment on aspects of current research in the field of study
- an appreciation of the uncertainty, ambiguity and limits of knowledge
- an ability to manage your own learning
- an ability to make use of scholarly reviews and primary sources

Professional institutions will have different or additional learning outcomes.

**Your UCL transcript** Your UCL transcript will show the title, code, credit value and final UCL percentage mark of each module that you take at UCL, as well as your programme and programme route. UCL Student Records provides general advice about the interpretation of UCL grades on an information sheet which is included with each transcript.

**Higher Education Achievement Report (HEAR)** In addition to your grade transcript, you will receive a HEAR, which provides a single digital record of your achievement at UCL, including activities beyond the traditional transcript or degree result such as your participation in clubs and societies, voluntary activities, education enhancement, prizes etc. [Find out more about HEAR on the UCL website](https://www.ucl.ac.uk/).
Award of different classes of honours degrees See the percentage of each class of honours degree awarded across the UK, by year, and compare it to the breakdown of honours degrees awarded by UCL. Find out more.

International equivalencies/grade translation Find out how UK marking compares to other countries.

12.2 Information on Condonement
Condonement allows a student to progress from one year to the next and/or to be awarded a qualification where they are carrying a small amount of failure, as long as their overall performance is of a good standard and the requirements of any relevant Professional, Statutory or Regulatory Bodies are met. Students who meet the Condonement Criteria will not be reassessed.

A student’s eligibility for Condonement in any given module is determined by the programme on which they are enrolled - some modules may be ‘Non-Condonable’ i.e. students must pass them. Condonement applies to module marks falling within a certain range, and students will need to meet defined criteria to be eligible for Condonement.

Further information:
- Academic manual: https://www.ucl.ac.uk/academic-manual/

12.3 Modern Foreign Language requirement
UCL is committed to Modern Foreign Language education and requires all UK Honours Degree students to enter UCL with, or have developed by graduation, a basic level of language competence. Students who fail to satisfy the requirement by the end of their programme will not be eligible for the award of an Honours Degree. Students should speak to their personal tutor or programme leader in the first instance if they have any questions about the requirement.

Further information:
- Modern foreign language: https://www.ucl.ac.uk/languages-international-education/study/modules/courses-and-applying/ucl-modern-foreign-language-requirement

12.4 How will marks be combined to reach a classification?
Students who have successfully completed the Progression and Award Requirements will be awarded a Classification. The UCL Academic Manual defines the Classification Schemes for each qualification.
13 Information on assessment

13.1 How will students be assessed?
STS prefers a scheme of continuous assessment, with a mixture of formative and summative feedback. Assessment methods vary by module. For any module, students may be assessed through essays, projects, presentations, group work and examination. Module tutors will describe assessment for their module at the start of term and in their module syllabus.

13.2 What is assessment?
When coursework is assessed, students can expect to receive feedback on the quality, strengths, and weaknesses of their efforts, plus a clearly defined grade or class mark, following UCL’s service standards.

13.3 Essays and other coursework
Module tutors will describe how coursework is to be submitted. Unless otherwise specified, coursework submission should be undertaken through Moodle. In the event of a failure of Moodle, the student will be expected to e-mail their coursework to the module tutor, copied to the default department address <sts@ucl.ac.uk>, prior to the advertised deadline. A screenshot of the error message (including date/time) will be required as supporting evidence. Students are responsible for ensuring that their work is submitted on time.

If an attachment cannot be opened by UCL’s standard package of software - for example, Apple Pages - it may be deemed as not submitted. Please remember to keep a copy of all material uploaded or e-mailed.

13.4 What are the marking criteria and learning outcomes?
STS follows a clear marking procedure for assessed coursework to ensure the marks awarded to students are fair and appropriate. All work is marked in the first instance by module tutors or teaching assistants, and reviewed by a second marker. These markers assess the work in accordance with the marking criteria and use their academic judgement to determine an agreed mark for the piece of work. STS assessment criteria are found in Appendix 2 and 3. It is also worth checking each STS Moodle site for the marking criteria for each module.

In addition to this process, a sample of the work is also sent to an examiner who works outside UCL. Their role is to verify the marking process as fair and consistent with UCL regulations. Marks communicated to students during the academic year remain provisional until they have been formally ratified by the STS Board of Examiners, and by other examination boards within UCL.

13.5 What marking scale is in use on the programme?
See Appendices for UGT and PGT marking schemes.

13.6 UCL Standard turnaround time for feedback

UCL Feedback Turnaround Policy
Regular feedback is an essential part of every student’s learning. It is UCL policy that all students receive feedback on summative assessments within one calendar month of the submission deadline. This feedback may take the form of written feedback, individual discussions, group discussions, marker’s answers, model answers or other solutions (although students should note that UCL is generally unable to return examination scripts). Students writing dissertations or research projects should also expect to receive feedback on a draft on at least one occasion.

If, for whatever reason, a department/division cannot ensure that the one calendar month deadline is met then they will tell students when the feedback will be provided - it is expected that the extra time needed should not exceed one week. Where feedback is not provided within the timescale, students should bring the matter to the attention of their Departmental Tutor or Head of Department.

However, STS aims to return first marking and substantial feedback to students within 2 calendar weeks of the due date. This feedback may take the form of written feedback, individual discussions, group discussions, marker’s answers, model answers or other solutions (although students should note that UCL is generally unable to return examination scripts or comments on the same). Students writing dissertations or research projects should also expect to receive feedback on a draft on at least one occasion.

Further information:

- Feedback policy: [https://www.ucl.ac.uk/academic-manual/](https://www.ucl.ac.uk/academic-manual/)

### 13.7 What is feedback, and how will students recognise it (questions in lectures, emails etc.)? How and when will students receive feedback on their work and what will it look like?

For written assignments, STS will provide feedback that takes the form of being online via the Moodle submission page for the module. Other feedback might include group discussion, peer review etc.

If you have any concerns about marks for any module, please consult the module tutor in the first instance, and your personal tutor in the second instance, who can route queries as needed.

#### 13.8 Anonymous marking of coursework

UCL policy requires STS to mark coursework anonymously wherever possible. To facilitate this, please submit assessed coursework without your name on the item. Use only your student number/candidate number. Students who have added other identifiers will be deemed to have waived their anonymity in that instance. Your Programme Tutor will also provide you with further guidance on how they prefer the work to be submitted.

#### 13.9 Written examinations

Students must ensure that they are aware of the regulations governing written examinations detailed in the *UCL Examination Guide for Candidates* on the Examinations and Assessment website.

Further information:
Students should pay particular attention to the regulations around examination irregularities. Students who are suspected of any form of cheating or of breaching the Examination Regulations will be investigated under UCL’s Examination Irregularities and Plagiarism procedures.

**Intercollegiate Exams**

UCL students taking examinations at other colleges as part of the University of London’s Intercollegiate Scheme must abide by the regulations of the college they are attending. Similarly, students from other colleges taking examinations at UCL are subject to UCL’s regulations for examinations.

Examinations for HPSC modules are normally held during Term 3. The examination timetable is published via Portico in March. Students will be contacted by email when it is available. It is important to check personal timetables to ensure you are registered for the correct examinations.

Examinations for undergraduate affiliate students: Affiliate students not attending UCL in Term 3 will be offered an alternative assessment. Affiliates will be required to complete coursework on a topic of the Module Tutor’s choice in lieu of the examination. Exact dates will be communicated nearer the time.

Special dispensations: Some students require special dispensation for examinations. For instance, students with dyslexia, other special medical conditions, eye or back problems, etc. may fit into this category. These dispensations can include additional time to complete an exam and use of a word processor, or alternative assessment. The UCL Examinations Section makes the arrangements for this and the application deadline is normally early in Term 2. If you feel that you qualify you should discuss your circumstances with your Personal Tutor and register with UCL Disability Services as soon as possible.

Full details of examination regulations and guidelines can be found in the Exams and Awards website.

Further information:
- **Examination guide**: [https://www.ucl.ac.uk/students/exams-and-assessments](https://www.ucl.ac.uk/students/exams-and-assessments)
- **Assessment framework**: [https://www.ucl.ac.uk/academic-manual/chapters/chapter-4-assessment-framework-taught-programmes](https://www.ucl.ac.uk/academic-manual/chapters/chapter-4-assessment-framework-taught-programmes)

**13.9 For coursework submissions, clear information about where and how to submit work, including details of any electronic submission methods and the technical support available**

Each Moodle site will contain assessment information and will provide you details of how the tutor will prefer you to submit your coursework. These instructions must be followed. If you encounter submission issues, please follow the instructions in section 10.2.

**13.10 Information about penalties for late submissions**
Planning, time-management and the meeting of deadlines are part of the personal and professional skills expected of all graduates. For this reason, UCL expects students to submit all coursework by the published deadline date and time, after which penalties will be applied.

If a student experiences something sudden, unexpected, significantly disruptive and beyond their control which prevents them from meeting a deadline, they should submit an Extenuating Circumstances (EC) Form. If the request is accepted, the student may be granted an extension. If the deadline has already passed, the late submission may be condoned i.e. there will be no penalty for submitting your work late.

Further information:
- Assessment framework: [https://www.ucl.ac.uk/academic-manual/chapters/chapter-4-assessment-framework-taught-programmes](https://www.ucl.ac.uk/academic-manual/chapters/chapter-4-assessment-framework-taught-programmes)

### 13.11 Information about absence from assessment

Any student who is absent from an assessment will receive a mark of zero unless they obtain authorisation for the absence and formally defer their assessment to a must submit a claim for Extenuating Circumstances.

Absences from assessment will need to meet the criteria for Extenuating Circumstances and be supported by appropriate evidence.

In line with UCL’s obligations for students studying under a visa, Tier 4 students must also obtain authorisation for any absence from teaching or assessment activities under the Authorised Absence procedures.

Further information:

### 13.12 Information about word counts and penalties

**Word Counts**

Assignment briefs will include clear instructions about word counts, the inclusion of footnotes, diagrams, images, tables, figures and bibliographies etc. Students are expected to adhere to the requirements for each assessment. Students exceeding these parameters may receive a reduction in marks.

STS will specify word counts in their assessments where appropriate. If students submit work in excess of the word count, markers are not obliged to mark beyond the maximum word count and proportionate penalties may apply, but will not exceed 10 percentage points (or equivalent).

Further information:
13.13 Information about the consequences of failure

Reassessment and deferred assessment

The Programme Summary describes the modules which students must pass in order to achieve their degree. Where a student fails to meet these requirements the Consequences of Failure regulations in the UCL Academic Manual (Chapter to be confirmed) apply.

If a student fails one or more modules the Board of Examiners may offer them a Reassessment opportunity. Depending on the amount of failure, this may take the form of either a Resit in the Late Summer or a Repeat in the following academic session. The marks for modules successfully completed at the second attempt will be capped at the Pass Mark - 40% for modules at UG Level/ Levels 4, 5 and 6; 50% for PGT modules at Masters Level/ Level 7. Students are permitted a maximum of two attempts at any given assessment.

If an assessment has been affected by Extenuating Circumstances (ECs) students may be offered a Deferral i.e. a 'new first attempt' or a 'new second attempt'. If the student successfully completes a Deferral of their first attempt, their module marks will not be capped. If the student successfully completes a Deferral of their second attempt (i.e. they have ECs on a Resit or Repeat), their module marks will be capped at the Pass Mark (i.e. the existing cap will not be removed).

There are some circumstances in which students will not be offered another attempt:

- If students are eligible for Condonement their marks will be Condoned and they will not be offered a Resit (however if a student has Extenuating Circumstances the Condonement Criteria won't be applied until all Deferrals are complete).
- Students cannot be reassessed in a passed module (unless they have valid Extenuating Circumstances).
- Students might not be allowed a second attempt if they have been excluded for academic insufficiency, academic misconduct or disciplinary issues.

13.13.1 Taught Postgraduate students:

Students who fail a Masters dissertation/ research project will normally resit by 31 January (30 April for January-start programmes). Exceptionally, the Exam Board may decide that the extent of failure is such that the student needs to Repeat the dissertation with tuition and fees.

Taught Postgraduate students who meet the Condonement Criteria will meet the Progression and Award Requirements and will not be permitted a further attempt.
13.14 Information about accepted referencing methods on the programme

For preferred referencing style, please consult your module tutor as it may vary depending on which module, department you are studying in.

13.15 Information about academic integrity (plagiarism) in the discipline

Plagiarism is defined as the presentation of another person's thoughts or words or artefacts or software as though they were a student's own. All UCL students are required to read UCL guidance on plagiarism including what it is and tips on how to avoid plagiarism www.ucl.ac.uk/current-students/guidelines/plagiarism.

Plagiarism constitutes an examination offence under UCL regulations, and it important that students understand what constitutes plagiarism and how to avoid it. UCL regulations governing plagiarism apply to all student work, including examinations, assessed coursework and non-assessed coursework.

Self-plagiarism is an examination offense, too. This occurs when a student attempts to obtain credit for the same work twice, and it can apply to work submitted to multiple modules, degrees, or institutions.

All assessed coursework is submitted to plagiarism detection software, which uses a mixture of online and print sources for comparison. Other techniques may also be used.

13.16 Information about UCL’s examination irregularities and plagiarism procedures

UCL students are expected to be aware of and adhere to UCL’s referencing and examination requirements as a condition of their enrolment:

For examinations, the UCL Examination Guide for Candidates is published annually on the Examinations and Awards website. All candidates for written examinations must ensure they are familiar with the requirements for conduct in examinations set out in this guide.

For coursework submissions, students must ensure that they are familiar with the UCL Library Guide to References, Citations and Avoiding Plagiarism which provides detailed guidance about UCL’s referencing and citation requirements. Students should also ensure that they are familiar with the specific referencing requirements of their discipline.

UCL will use plagiarism detection software to scan coursework for evidence of plagiarism against billions of sources worldwide (websites, journals etc. as well as work previously submitted to UCL and other universities). Most departments will require students to submit work electronically via these systems and ask students to declare that submissions are the work of the student alone.

Any student suspected of examination misconduct, plagiarism, self-plagiarism, collusion, falsification, contract cheating, ghost writing (paying and/or instructing someone to write an assignment for you or any other form of academic misconduct which is likely to give an unfair advantage to the candidate and/or affect the security of assessment and/or compromise the academic integrity of UCL will be investigated under the Examination Irregularities and Plagiarism procedures. If misconduct is found, students are likely to be failed for that assignment and/or module. Serious or repeated offences may lead to failure of the whole year, suspension or even expulsion. A breach of copyright or intellectual property laws may also lead to legal action.
Further information:

- Exams and assessments: https://www.ucl.ac.uk/students/exams-and-assessments
- Library: http://www.ucl.ac.uk/library/training/guides/webguides/refscitesplag
- Academic Manual: https://www.ucl.ac.uk/academic-manual/
- Students can also seek advice from Student Union https://studentsunionucl.org/help-and-advice/advice-service

13.17 Information about research ethics, approvals process, code of conduct, etc. On the programme (where applicable)

Students involved in research with humans need to complete the ethics proforma available on the website. Ethics approval must be received by the Director of Research before research with participants can be undertaken. You will be able to receive confirmation that you have been granted Ethics approval.

13.18 Information about Marking, Second-Marking and Moderation

All work that is submitted for summative assessment is marked by a UCL Internal Examiner or Assistant Internal Examiner. All UCL programmes include rigorous second-marking and internal moderation processes to ensure that marking is consistent and fair. Second-marking can take a number of different forms depending on the type of assessment, but the overall aim is to ensure that marking is as accurate as possible. Internal moderation also helps UCL to ensure that marking is equitable across different modules, pathways, options and electives.

13.19 Information about the External Examiner process and how to access reports via Portico

External Examining at UCL

External Examiners are senior academics from other universities who help UCL to monitor the quality of the education we provide to our students. In particular, External Examiners scrutinise the assessment processes on each programme, helping UCL to ensure that all students have been treated fairly, that academic standards have been upheld and that the qualifications awarded are comparable with similar degrees at other UK universities.

Each External Examiner submits an annual report. Faculties and departments are required to reflect on any recommendations and address any issues raised in a formal response. The report and response are discussed with Student Reps at the Staff-Student Consultative Committee, and are scrutinised by Faculty, Department and Institution-level committees. Students can access their External Examiner’s report and departmental response via their Portico account or by contacting their Departmental Administrator in the first instance or Student and Registry Services directly at examiners@ucl.ac.uk.

14 Extenuating Circumstances and Reasonable Adjustments

14.1 Information about Reasonable Adjustments
UCL will make Reasonable Adjustments to learning, teaching and assessment to ensure that students with a disability are not put at a disadvantage. UCL also provides Reasonable Adjustments for students who might not consider themselves to have a ‘disability’ but who nevertheless would benefit from additional support due to an ongoing medical or mental health condition.

Further information:
- For reasonable adjustments: https://www.ucl.ac.uk/academic-manual/chapters/chapter-4-assessment-framework-taught-programmes/section-5-reasonable-adjustments
- For student disability services: https://www.ucl.ac.uk/students/support-and-wellbeing/disability-support

14.2 Information about Special Examination Arrangements

Special Examination Arrangements (SEAs) are adjustments to central or departmental written examinations which can be made as a Reasonable Adjustment for students with a disability or longer-term condition or as a form of mitigation for students with shorter-term medical Extenuating Circumstances. This may include, but is not limited to, extra time, a separate room, rest breaks and specialist equipment. Students must make an application to use the special examination facilities.

Further information:
- How to apply for special exam arrangements: https://www.ucl.ac.uk/students/support-and-wellbeing/disability-support/special-exam-arrangements
- Student disability services: https://www.ucl.ac.uk/students/support-and-wellbeing/disability-support
- For reasonable adjustments: https://www.ucl.ac.uk/academic-manual/chapters/chapter-4-assessment-framework-taught-programmes/section-5-reasonable-adjustments

14.3 Information about when, where and how to submit a claim for Extenuating Circumstances

14.3.1 Illness and other Extenuating Circumstances

UCL recognises that some students can experience serious difficulties and personal problems which affect their ability to complete an assessment such as a sudden, serious illness or the death of a close relative. Students need to make sure that they notify UCL of any circumstances which are unexpected, significantly disruptive and beyond their control, and which might have a significant impact on their performance at assessment. UCL can then put in place alternative arrangements, such as an extension or a deferral of assessment to a later date. The Extenuating Circumstances Panel will determine the nature of the timing of the deferral, which may be offered with or without tuition/attendance.

Further information:
14.3.2 Longer-term conditions

The Extenuating Circumstances regulations are designed to cover unexpected emergencies; they are not always the best way to help students who might have a longer-term medical or mental health condition or a disability. Although there may be times when it is necessary for such students to use the EC regulations, students should make sure they are aware of, and take advantage of, all the other support mechanisms provided by UCL such as reasonable adjustments, interruptions to study etc.

Further information:

- How to apply for special exam arrangements: https://www.ucl.ac.uk/students/support-and-wellbeing/disability-support/special-exam-arrangements
- Student disability services: https://www.ucl.ac.uk/students/support-and-wellbeing/disability-support
- For reasonable adjustments: https://www.ucl.ac.uk/academic-manual/chapters/chapter-4-assessment-framework-taught-programmes/section-5-reasonable-adjustments
- Student Psychology Services: https://www.ucl.ac.uk/students/support-and-wellbeing/student-psychological-services
- UCL mental health policy: https://www.ucl.ac.uk/students/policies/health-and-wellbeing/student-mental-health-policy
- Student support and wellbeing: https://www.ucl.ac.uk/students/student-support-and-wellbeing
- Interruption to study: https://www.ucl.ac.uk/academic-manual/chapters/chapter-3-registration-framework-taught-programmes/section-5-interruption-study

14.4 Information on Support to Study Policy and Fitness to Study Procedure

Students with physical or mental health concerns are encouraged to make contact with the available support services as early as possible so that UCL can put in place reasonable adjustments to support them throughout their studies. However there may be occasions when a student’s physical or mental health, wellbeing or behaviour is having a detrimental effect on their ability to meet the requirements of their programme, or is impacting on the wellbeing, rights, safety and security of other students and staff. In such cases UCL may need to take action under the Fitness to Study Procedure.

Further information:
15 Learning resources and key facilities

Information on university-wide learning resources and key contacts for support

15.1 UCL Library Services

UCL has 19 libraries and a mixture of quiet study spaces, bookable study rooms and group work areas. Each library has staff that students can ask for help. The UCL Library Services page has information for students about using the library, services available, electronic resources and training and support.

Further information:
- Library: http://www.ucl.ac.uk/library/students

15.2 UCL Information Services Division (ISD)

The UCL Information Services Division (ISD), the primary provider of IT services to UCL, offers IT learning opportunities for students and staff in the form of ‘How to’ guides which provide step-by-step guidance to all of ISD’s key services, including email and calendar services, user IDs and passwords, print, copy and scanning, wifi and networks.

There are also opportunities for Digital Skills Development through face-to-face training in areas such as data analysis, programming, desktop applications and more, along with individual support through drop-ins and via the ISD Service Desk:

Further information:
- Digital Skills Development: http://www.ucl.ac.uk/isd/services/learning-teaching/it-training

UCL also has a licence for Lynda.com which provides thousands of high quality video-based courses from programming to presentation skills:

Further information:
- lynda.com: https://www.ucl.ac.uk/lynda
Learning on Screen ("bob") provides students with access to a vast archive of 65 free-to-air channel programming for educational usage – you can view TV programmes and films, and listen to radio programmes. In addition, Kanopy ("thoughtful entertainment") is available to UCL students, and offers a wide range of movies:

Further information:
- Learning on screen: https://learningonscreen.ac.uk/ondemand
- Kanopy: https://www.kanopy.com/
- Kanopy: https://blogs.ucl.ac.uk/library-ejournal/2016/10/05/kanopy-video-streaming-at-ucl/

E-learning services available to students include Moodle, Turnitin and Lecturecast and allow students to access online course materials or take part in online activities such as group work, discussions and assessment. Students can re-watch some lectures using the Lecturecast service and may also use interactive tools in the classroom:

Further information:
- E-learning services: https://www.ucl.ac.uk/isd/services/learning-teaching/e-learning-services-for-students

ISD provides desktop computers and laptops for loan in a number of learning spaces:

Further information:
- Laptop Loans: http://www.ucl.ac.uk/library/laptop-loans

Information on Learning and Teaching spaces as well as a map of computer workrooms is available on the ISD website. Computers at UCL run a Desktop@UCL service which provides access to hundreds of software applications to support students.

Further information:
- Learning & Teaching Rooms http://www.ucl.ac.uk/isd/services/learning-teaching/spaces
- Map of Computer Workrooms : http://www.ucl.ac.uk/isd/services/learning-teaching/spaces/locations

It is also possible to access a large range of applications remotely, from any computer, using the Desktop@UCL Anywhere service.

Students also have access to a range of free and discounted software via ISD Software for Students:

Further information:
- ISD Software for Students: http://www.ucl.ac.uk/isd/services/software-hardware/student-software

### 15.3 UCL Centre for Languages & International Education (CLIE)

The UCL Centre for Languages & International Education (CLIE) offers courses in 13 foreign languages and English for Academic Purposes (EAP), across a range of academic
levels to support UCL students, staff and London’s wider academic and professional community. CLIE provides modern foreign languages and EAP modules for UCL students, including courses satisfying UCL’s Modern Foreign Language requirements and degree preparation courses for international students. CLIE also offers UCL summer school courses. Students can access language-learning resources online through the CLIE Self-Access Centre, including films and documentaries and books for self-study.

Further information:
- [https://www.ucl.ac.uk/languages-international-education/](https://www.ucl.ac.uk/languages-international-education/)
- [CLIE self assessment centre: https://resources.clie.ucl.ac.uk/home/sac](https://resources.clie.ucl.ac.uk/home/sac)

### 15.4 Information on department/faculty library spaces/resources, IT provision/support, social spaces etc.

STS provides its students with a common room. This is located on the third floor of 22 Gordon Square. It is open on Monday-Friday from 9.30am to 5pm.

Students are also permitted to use the kitchen facilities situated adjacent to the common room. It is essential that all students maintain these facilities and students are expected to clean up after themselves. Failure to look after this space will result in the facility being closed to students.

### 15.5 How to access Moodle and support contacts

Moodle is UCL’s online learning space. It includes a wide range of tools which can be used to support learning and teaching. Moodle is used to supplement taught modules, usually by providing essential information and materials; it may also be integrated more fully, becoming an essential component of a module. Some modules may also have content, activities, collaboration tools and assessments for students to use within Moodle.

Further information:
- [Moodle: https://moodle.ucl.ac.uk](https://moodle.ucl.ac.uk)
- [Frequently Asked Questions: https://wiki.ucl.ac.uk/display/ELearningStudentSupport/Moodle+FAQs](https://wiki.ucl.ac.uk/display/ELearningStudentSupport/Moodle+FAQs)
- [Quick Start Guide: https://wiki.ucl.ac.uk/display/ELearningStudentSupport/Moodle+Quick+Start+Guide+for+Students](https://wiki.ucl.ac.uk/display/ELearningStudentSupport/Moodle+Quick+Start+Guide+for+Students)

### 15.6 Portico – what it is and why it is important. Who to contact for support

Portico is the main UCL student information system which is used by all students for:
- Updating personal data such as addresses or contact numbers
- Completing online module registration
- Viewing information about programmes/modules
- Viewing examination timetables and results
- Pre-enrolment and re-enrolment
- Applying for programme transfer
- Applying for graduation ceremonies

Further information:
16 Student support and wellbeing

16.1 Information regarding central wellbeing and support services, including what services are offered, locations and contact information

UCL is committed to the wellbeing and safety of its students and tries to give assistance wherever possible to ensure that studying at UCL is a fulfilling, healthy and enjoyable experience. There is a wide range of support services for students - the Current Students website provides more information.

Further Information:

- Student support and wellbeing: https://www.ucl.ac.uk/students/student-support-and-wellbeing

16.2 The Student Centre

The Student Centre provides front-line administrative services to UCL students and should be the first port of call for queries about Student Support and Wellbeing. They can also provide advice about a range of Student Records enquiries and fulfil requests for proof of student status.

Further information:

- Student Centre website: https://www.ucl.ac.uk/students/life-ucl/student-centre

16.3 Student Disability Services

Student Disability Services provide a comprehensive range of support services for students who have a disability which impacts upon their studies at UCL. They support students with physical and sensory impairments, specific learning difficulties, autistic spectrum disorders, mental health difficulties, and long-term health conditions. As well as arranging for adjustments to learning environments, the team loan out specialist equipment and provide one-to-one tutoring and support for students with specific learning difficulties.

Further information:

- Student Disability Services: https://www.ucl.ac.uk/students/support-and-wellbeing/disability-support

16.4 Student Psychological Services

Student Psychological Services is dedicated to helping UCL students with personal, emotional and psychological concerns. The Student Psychological Service team is diverse and consists of a variety of highly trained and experienced professionals. There are currently two psychiatrists and ten therapists on staff with varying kinds of psychological training and expertise.

Further information:
16.5 International Student Support and Welfare

The International Student Support and Welfare Team provide specialist support and advice for all non-UK students at UCL. As well as immigration information, they help to support students through the transition to university in the UK by organising the International Student Orientation Programme (ISOP) at the start of each term, and arranging regular workshops for international students which tackle particular issues.

Further information:

- International Student Support and Welfare: https://www.ucl.ac.uk/students/

16.6 Accommodation

UCL Accommodation provides a range of housing options which includes two Halls of Residence (catered), self-catered Student Houses and Intercollegiate Halls (both catered and self-catered) shared with other colleges of the University of London. Each Hall has a designated Warden supported by a number of live in Student Residence Assistants to provide support for students and to foster a positive environment within the accommodation.

Further information:

- UCL student accommodation enquiries: http://www.ucl.ac.uk/prospective-students/accommodation
- Private accommodation enquiries: http://www.housing.lon.ac.uk

16.7 Financial support

At UCL we understand students can face a range of financial issues. We aim to help and advise students as much as possible, so that they have more control over their own financial situation. The Student Funding Team offer online information and one-to-one support through appointments as well as a drop-in service. Students with a more complex or sensitive circumstances can make an appointment with the Student Funding Welfare Adviser.

Further information:

- UCL Financial Support: https://www.ucl.ac.uk/students/funding/financial-support
- Current Students/ Money: https://www.ucl.ac.uk/students/funding/manage-your-money

16.8 Student of Concern

There are many sources of support for students who are having difficulties, but sometimes it is hard to know how to help a student who appears to be struggling, particularly if they seem unwilling or unable to seek the help they need. Anyone concerned about the behaviour of a student, who believes the problem may be related to health and wellbeing issues, is encouraged to complete the online UCL Student of Concern Form. Depending on the concerns raised, Student and Registry Service may respond by offering support or advice to the student or the person who submitted the form, liaise with support services or, if necessary, work with the relevant authorities to ensure the student is safe.
Further information:

- Student of Concern: https://www.ucl.ac.uk/students/support-and-wellbeing/report-student-youre-concerned-about

16.9 Information about registering with a doctor and out-of-hours support services

Students are strongly encouraged to register with a doctor as soon as possible after they arrive in London so that they can access healthcare more quickly if they become ill or injured. When attending a university in the UK students are also advised to be vaccinated against Meningitis C.

The Ridgmount Practice is a National Health Service (NHS) practice providing healthcare and dental services for students living within its catchment area (i.e. near the main UCL campus). Students can also choose to register with a practice closer to where they live if they prefer. The Ridgmount Practice also runs a Walk-in Surgery which any UCL student can attend, even if they are not registered with the practice.

Further information:


16.10 Out-of-hours support and information helpline

UCL works in partnership with Care First to provide an out-of-hours support and information helpline. The helpline is free of charge and includes access to information specialists who are trained by Citizens Advice and to professionally-qualified and BACP-accredited counsellors who can help students with a range of emotional and psychological difficulties.

Further information:

- Care First: https://www.ucl.ac.uk/students/support-and-wellbeing/evening-and-weekend-support

16.11 Crisis support - immediate help

If a student is in crisis there are a range of UCL and external sources of help such as Nightline, Ridgmount Medical Practice, Hall Wardens, Student Psychological Services and the Samaritans.

Further information:

- Crisis Support – immediate help: https://www.ucl.ac.uk/students/support-and-wellbeing/crisis-support

16.12 Information on how students can access support/information related to Equality and Diversity

UCL fosters a positive cultural climate where all staff and students can flourish, where no-one will feel compelled to conceal or play down elements of their identity for fear of stigma. UCL is a place where people can be authentic and their unique perspective, experiences and skills seen as a valuable asset to the institution. The Equalities and Diversity website brings together a range of information on issues relating to race, gender, religion and belief, sexual orientation, and disability amongst other equalities initiatives at UCL.

Your Equality and Diversity Officer in STS is: Lori Coletti Campbell (sts-dm@ucl.ac.uk)
Further information:

- Equalities and Diversity: https://www.ucl.ac.uk/human-resources/equality-diversity-inclusion
- Support for Pregnant Students: https://www.ucl.ac.uk/students/support-and-wellbeing/pregnant-students
- Support for Students who are Parents: https://www.ucl.ac.uk/students/support-and-wellbeing/information-specific-groups/student-parents
- Religion and Belief Equality Policy for Students: https://www.ucl.ac.uk/students/policies/equality/religion
- UCL LGBT Student Support Pages: https://www.ucl.ac.uk/students/support-and-wellbeing/specialist-information-and-support/lgbt-students
- UCL Chaplain and Inter-Faith Adviser: http://www.ucl.ac.uk/srs/chaplain/chaplain

16.13 Information about UCL’s Zero Tolerance policy on harassment and bullying

Every student and member of staff has a right to work and study in a harmonious environment. UCL will not tolerate harassment or bullying of one member of its community by another or others and promotes an environment in which harassment and bullying are known to be unacceptable and where individuals have the confidence to raise concerns in the knowledge that they will be dealt with appropriately and fairly.

STS staff work to prevent all forms of harassment. Any student who believes they have suffered any form of harassment should report the incident to their personal tutor, in the first instance; the programme tutor, in the second.

Staff have the authority to ban students from classrooms (indeed, from any UCL facility) for disruptive behaviour and to recommend UCL disciplinary action for persistent difficulties.

Further information:

- UCL Policy on Harassment and Bullying: https://www.ucl.ac.uk/students/policies/conduct/harassment-and-bullying-policy
- UCLU Rights and Advice Centre: https://studentsunionucl.org/help-and-advice/advice-service

16.14 Sexual misconduct

It is unacceptable for any person at UCL, whether staff or student, to be subjected to any unwanted and persistent behaviour of a sexual nature. UCL is working with the Students Union to implement a two-year action plan to tackle issues of sexual harassment and make sure that staff and students have access to relevant training. Any UCL student experiencing sexual harassment may access confidential support from a range of sources including their personal tutor or any other member of staff in their department or faculty who they trust,
their Hall Warden, or a Students’ Union student officer. Support is also available from the trained staff in the Students’ Union Advice Service.

Further information:
- UCLU Zero Tolerance to Sexual Harassment: https://studentsunionucl.org/sexualharassment

16.15 Support for students who have been affected by sexual violation

UCL will do its utmost to support anyone who has been, or is being, affected by sexual violence. If a student would like to talk to somebody at UCL, the Student Support and Wellbeing Team can offer advice on the support available both internally and externally.

Further information:
- Support for Students Who Have Been Affected by Sexual Violence: https://www.ucl.ac.uk/students/support-and-wellbeing/specialist-information-and-support/sexual-violation

17 Employability and Careers

17.1 Information on UCL Careers

UCL Careers provides a wide variety of careers information, one-to-one guidance and events for UCL students and recent graduates, and assists them through the entire job hunting process, including exploring options, searching for vacancies, preparing CVs and applications, practicing for interviews, aptitude tests or assessment centres, and providing access to recruitment fairs and other employment-related events. They can also advise on exploring options for further study and funding. Services and events are available to all taught students, researchers (PhD students and postdocs) and graduates (for up to 2 years after course completion).

UCL Careers also supports employability activities within departments such as work-related learning, including internships and placements.

UCL students are helped with applications and sourcing opportunities with web resources and advice. They can book appointments via myUCLCareers and can source opportunities via myUCLCareers, UCL Talent Bank - a shortlisting service connecting students to small and medium sized organisations, and apply for opportunities within our summer internships and global internships schemes.

Further information:
- UCL Careers: http://www.ucl.ac.uk/careers

17.2 Internships that are not part of STS

Many internships are available for STS students. Some are offered by STS; others, UCL; still others by external agencies. Students should discuss internship options with their personal tutor, in the first instance.

17.3 Entrepreneurship at UCL
UCL has a long and successful track record of supporting spin-outs and start-ups developed by its academic and student communities. Many of the student and staff entrepreneurs have won external awards and achieved substantial investment allowing their enterprises to grow and reach their full potential. UCL offers a wide range of support to students ranging from training programmes, advice on whether an idea has commercial potential, one-to-one sessions with business advisers, funding, competitions and incubator space to help them start or grow their business.

Further information:
- UCL Enterprise: https://www.ucl.ac.uk/enterprise

18 Student representation

18.1 Information on Students’ Union, UCL, how to run for election and how to find a representative

The Union helps you to do more at UCL, experience something you’ve always dreamt of, turn a curiosity into a new passion and help you reach your potential. The Union cares about the things you care about, it’s made up of all kinds of people from all kinds of places and it’s there to fight for you when you need someone in your corner.

Students’ Union UCL is the representative body of all UCL students. It’s run by students for students and is a registered charity, independent of UCL. All UCL students at every level are automatically members of the Union (but can opt out), and the Union’s leaders are elected annually by and from all current students. The elected leaders are called Sabbatical Officers and they represent students on various UCL committees and campaign on the issues that matter to students. Alongside the Sabbatical Officers are more than 1000 voluntary representatives, elected or appointed to cover every part of UCL life.

Further information:
- Students' Union website: http://studentsunionucl.org
- Membership information (including how to opt out): http://studentsunionucl.org/membership
- Elections information (including how to run for office): http://studentsunionucl.org/make-change/representing-you/how-your-union-works

18.2 Student Societies

UCL students currently run over 250 different clubs and societies through the Students’ Union, providing a wide range of extra-curricular activities for students to get involved with during their time at UCL. The Welcome Fair will be your opportunity to meet all of the clubs and societies in one place and will take place on 29 and 30 September.

Further information:
- Students’ Union Clubs & Societies: http://studentsunionucl.org/content/clubs-and-societies

18.3 Academic Representatives
Your Students’ Union is there to make sure you have the best possible time while you’re studying at UCL. One of the ways they do that is by working with departments and faculties to ensure that every student is represented and has a voice in the way that the university works.

These Academic Representatives are appointed during early October – if you’d like to take up the role, staff in your department can tell you how. If you take up a representative role, the Students’ Union will work closely with you to provide training, support, and advice, and you’ll be able to change the experience of everyone on your course or in your department for the better.

Even if you don’t fancy taking up a role yourself, keep an eye out for your chance to vote for which students you feel will do the best job.

Every student at UCL will have a Course Representative or a Research Student Representative who will be your eyes, ears, and voice. They’ll work closely with staff in your department to make sure that they understand what you most value, and take action to deal with things you’d like to see improve. They’ll also work with representatives in your Faculty and the Students’ Union to make things better across the whole of UCL.

Further information:
- Find your Representative: http://studentsunionucl.org/make-change/representing-you/who-can-help-me/education/academic-representatives/find-your-rep
- Become an Academic Representative: http://studentsunionucl.org/student-academic-representatives-stars/be-star

### 18.4 Role of the Staff-Student Consultative Committee

Every department at UCL has a Staff-Student Consultative Committee (SSCC) that meets at least three times a year. The SSCC is a forum for discussion between staff and student academic representatives. It’s a great chance to work closely with staff to improve students’ learning experience, and a big part of how together we make education better at UCL.

### 18.5 Other ways (specific to the department/programme) that students can give feedback, including local processes and key contacts.

STS has a suggestions box within the department. We encourage all our students to contribute constructive suggestions that would make the life of the department even better than it already is.

### 18.6 The Advice Service

The Students’ Union Advice Service is available to UCL students. Trained and experienced caseworkers are ready to support you with any difficulties that might occur during your time at UCL. The Advice Service specialises in:
- **Academic issues** - including examination irregularities and student complaints
• **Housing** - including contract checking and housemate disputes
• **Employment** - including unpaid wages and part time employment contracts
• **Money advice** - including advice on benefits
• Many other legal and university matters

Sessions are confidential and will not be reported to your department or any other university staff unless at your request. Students can make an appointment or attend a drop-in session for free, confidential and independent advice and support.

Further information:
• [Students’ Union Advice Service website](http://studentsunionucl.org/help-and-advice/advice-service)

### 18.7 Informal and Formal Student Complaints

UCL aims to ensure that every student is satisfied with their experience of UCL. However we recognise that from time to time problems do arise and students may wish to express concern or dissatisfaction with aspects of UCL or the quality of services provided.

#### 18.7.1 Informal resolution

Many complaints can be resolved at an informal or local level without needing to submit a formal complaint. Students can speak to their Personal Tutor, Programme Leader, Departmental or Faculty Tutor, Course Representative, or Research Student Representative if they have any concerns about their programme. They can also speak to the UCL Student Mediator or the Students’ Union’s Advice Service. UCL strongly encourages this kind of resolution and does expect students to have attempted some form of informal resolution before making a formal complaint.

#### 18.7.2 Formal complaints

If an issue cannot be resolved at a local level, students may feel they need to submit a formal complaint using UCL’s Student Complaints Procedure. UCL aims to ensure that all complaints are treated fairly, impartially, effectively and in a timely manner, without fear of victimisation. The Complaints Procedure applies across all Schools, Faculties, Academic Departments and Professional Service Divisions.

Further information:
• [Student Complaints Procedure](https://www.ucl.ac.uk/academic-manual/sites/academic-manual/files/section_10_student_complaints_procedure_august_2017.pdf)
• [UCL Student Mediator](https://www.ucl.ac.uk/student-mediator/)
• [Students’ Union Advice Centre](https://studentsunionucl.org/help-and-advice/advice-service)

### 19 Student feedback

#### 19.1 The importance of feedback and how UCL uses the results
UCL’s goal is to put students’ feedback, insights and contributions at the heart of our decision-making. We value students’ feedback and work with students as partners in the process of shaping education at UCL. Last year, as a direct result of student feedback, we extended library opening hours, opened new study spaces and scrapped graduation ticket fees for students.

19.2 Student surveys and how UCL uses the results, including information about the NSS, PTES and the New to UCL survey

One of the principal ways in which UCL gathers and responds to student feedback is via online student experience surveys such as the National Student Survey, The Postgraduate Taught Experience Survey and the New to UCL survey. Whether it’s about teaching, accommodation, or facilities, surveys are a chance for students to have their say about what works and what needs improving, to help us make sure that UCL is as good as it can be for current and future students. We aim to minimize the volume of surveys students are asked to take, so undergraduates will be invited to take just one institutional survey per year, and full-time postgraduate students will be invited to take two. Each survey usually takes just a few minutes to complete, all responses are anonymous and some include a generous prize draw. Every piece of feedback is read and the results of each survey are then shared with staff right across UCL – including President & Provost Michael Arthur.

Further information:
- You shape UCL: https://www.ucl.ac.uk/you-shape-ucl/

19.3 Student Evaluation Questionnaires (SEQ) – when they occur and why they are important

Departments also run Student Evaluation Questionnaires on individual modules throughout the year. This gives students the opportunity to feedback about the teaching on their specific modules, helping departments to continuously improve learning, teaching and assessment. Feedback from SEQs feeds into the Annual Student Experience Review process.

The Annual Student Experience Review (ASER). The ASER process and how student representatives are involved UCL’s Annual Student Experience Review (ASER) process requires all departments to undertake an annual self-evaluation, looking at student feedback from surveys and student evaluation questionnaires as well as other data about student performance and academic standards, such as the feedback provided by the External Examiner. This helps Departments to understand what is working well and what might need improving, and feeds into a development plan detailing how good practice will be shared and how issues will be resolved over the coming year. Student Academic Representatives have the opportunity to shape and influence the evaluation and development plan through discussions at Departmental and Faculty committees. Once agreed, the reports and action plans are published on Faculty/ Departmental intranet sites where they can be viewed by students. They are also made available to External Examiners.

Further information:
20 ChangeMakers

20.1 About the project, who they are and how a student can find out more or become involved

UCL ChangeMakers supports students and staff to work in partnership to enhance the student learning experience across UCL. **UCL ChangeMakers Projects** supports students and staff in running projects to improve the learning experience at UCL. Anyone with an idea can submit a proposal for funding and support. **UCL ChangeMakers ASER facilitators** are students who work with Student Academic Representatives and staff in selected departments to formulate the departmental educational enhancement action plan. **UCL ChangeMakers Student reviewers** work with staff to review their teaching practice.

Further information:
- UCL Changemakers: https://www.ucl.ac.uk/changemakers/

21 Global Citizenship

21.1 What it is, who a student can contact or where they can go to find out more, or become involved

The UCL Global Citizenship Programme is aimed at UCL undergraduates and taught postgraduates offering them the chance to put their studies in a global context, connect with students across UCL and see the world differently. The Programme runs for two weeks after summer exams have finished, providing a range of opportunities to help students boost their studies, develop hands-on skills and make an impact on the world. Participation is free and is not assessed. Places are awarded on a first come, first served basis.

Further information:
- UCL Global Citizenship Programme: https://www.ucl.ac.uk/global-citizenship-programme/

22 Data Protection

22.1 How UCL uses student information, for what purposes, and the steps taken to safeguard this information; Where to find information security, intellectual property and email policies; Information on how to enquire or make a related complaint

How UCL uses student information

UCL uses student information for a range of purposes, including the provision of teaching and learning, managing accommodation and ensuring health and safety. Information about students will only be shared within UCL when necessary or appropriate. UCL may be required by law to share student information with some external agencies for a variety of purposes, such as the Higher Education Statistics
Agency and the Office for Students. After students leave UCL, certain information is retained in accordance with UCL’s Data Retention Schedule. You can see how UCL uses student information in the UCL privacy statement.

Students may send queries on data protection matters to the following University Data Protection Officer data-protection@ucl.ac.uk

Further information:

- UCL General Statement on Data Protection: https://www.ucl.ac.uk/legal-services/data-protection-overview
- UCL Statement on Confidential Information: https://www.ucl.ac.uk/legal-services/privacy/student-privacy-notice
- data-protection@ucl.ac.uk

23 UCL Health, Safety & Security

UCL’s overall objective is to provide and maintain a safe and healthy environment for staff, students, people who work with UCL and those who visit. Health and safety is an integral part of the way in which UCL’s activities are managed and conducted. The UCL Health and Safety webpage includes further information about health and safety policies and useful guidance and tools for risk assessment.

Further information:


24 After study

24.1 Information on transcripts and how to access replacements

Five copies of your official transcript detailing examinations taken and results achieved, is issued automatically to all graduating students and sent to their contact addresses as held on PORTICO approximately 8-10 weeks after the awards have been ratified by the UCL authorities.

UCL Student Records can produce additional transcripts for students on taught programmes as well as for affiliate students via the UCL Transcript Shop: https://www.ucl.ac.uk/students/exams-and-assessments/results/transcripts

24.1.1 Affiliate students
Transcripts for affiliate students are issued automatically upon the students’ completion of their study at UCL and are dispatched as follows:

- JYA, Exchange and Erasmus Students – transcripts are issued to the students’ home universities.
- Independent affiliate students – transcripts are posted to the students’ contact addresses.

Further information:
- Transcripts: https://www.ucl.ac.uk/students/exams-and-assessments/results/transcripts

### 24.2 Information about the HEAR (Higher Education Achievement Report)

The Higher Education Achievement Report (HEAR) is an electronic transcript of a student’s verified academic and non-academic achievements whilst at UCL. Students who commenced their studies in or after September 2011 will have a HEAR made available to them online each summer - new students will be invited to register for this facility.

Further information:
- Higher Education Achievement Report: http://www.ucl.ac.uk/hear

### 24.3 Information on UCL Alumni activities and key contacts

The UCL Alumni Community is a global network of more than 250,000 former students. Alumni can take advantage of a wide range of benefits on campus, across the UK and globally – including the Alumni Card, access to thousands of e-journals and library services, and a free UCL-branded email service for life. All students and alumni can connect through the UCL Alumni Online Community, an exclusive mentoring platform with sector based and international networks, and get involved through events, reunions, and the UCL Connect professional development series.

Further information:
- UCL Alumni: https://aoc.ucl.ac.uk/alumni/alumni-community
This page contains departmental marking guidelines for individual items of assessment. There may be additional criteria specified by module tutors; students should check criteria for assessment in the module syllabus.

(Reviewed: September 2014)

<table>
<thead>
<tr>
<th>Mark</th>
<th>Grade</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>&gt;70</td>
<td>A (1st)</td>
<td>Distinction. Because this covers a range of thirty points, the following breakdown has been introduced as a guideline: A++ (85-100): Marks awarded to truly exceptional pieces of work. Marks of 90 and above are reserved for research deemed to represent full mastery of the subject, likely publishable in high-quality journal. A+ (80-84): Satisfies all of the requirements for an ‘A’ grade (see below), with additional originality, sophistication, or skill going beyond what is expected. A (75-79): Satisfies all of the requirements for an ‘A’ grade (see below), but also demonstrates originality, impressive original research, higher critical ability, and a high degree of analytic/synthetic skills. Goes significantly beyond lecture materials and course readings. A- (70-74): Performs the assigned task to an excellent standard, with accuracy and sufficient detail, without significant errors, no major shortcomings. In an essay, a work in this range should use a good number of appropriate sources, go beyond the material covered in lectures, and demonstrate critical ability, analytic/synthetic skills, and impressive research skills.</td>
</tr>
<tr>
<td>60-69</td>
<td>B (2i)</td>
<td>Good. Some critical thinking or reflection demonstrated. Many relevant points made, clearly argued, accurate and coherent. Includes major points in the course material and shows appreciation of their importance.</td>
</tr>
<tr>
<td>50-59</td>
<td>C (2ii)</td>
<td>Satisfactory. A solid piece of work but with gaps, errors or minor misconceptions.</td>
</tr>
<tr>
<td>40-49</td>
<td>D (3rd)</td>
<td>Poor. Inadequately argued and poorly documented. Provides some relevant information but omits many important points and contains a substantial number of errors or misconceptions. Little tie to relevant sources. 40 – This is the minimum passing mark. Barely sufficient</td>
</tr>
</tbody>
</table>
evidence to avoid failure, with only a rudimentary knowledge of the subject; contains irrelevant material or significant errors and misconceptions.

| 0-39 | F*  (fail) | Failure. Inadequate in conception, substance or argument.  
     |   | F+ (35-39): A failing item, but one which could be brought to pass standard if either more information was provided, or better use was made of the information. When applied to whole courses, the student may be eligible for referred (supplemental) assessment.  
     |   | F (20-34): Contains some correct items of information not centrally relevant to the topic.  
     |   | F- (0-19): Completely inadequate in conception, substance and argument. No understanding of the course material demonstrated. |
Appendix 2: STS Postgraduate criteria for assessment (general)

This page contains departmental marking guidelines for individual items of assessment. There may be additional criteria specified by module tutors; students should check criteria for assessment in the module syllabus.

(Reviewed: September 2014)

<table>
<thead>
<tr>
<th>Mark</th>
<th>Grade</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>&gt;70</td>
<td>A</td>
<td>Distinction. Because this covers a range of thirty points, the following breakdown has been introduced as a guideline: A++ (91-100): Marks awarded to truly exceptional pieces of work. A+ (84-90): Satisfies all of the requirements for an ‘A’ grade, with additional originality, sophistication, or skill going beyond what is expected. A (77-83): Satisfies all of the requirements for an ‘A-’ grade, but also demonstrates originality, substantial or subtle critical accomplishment, and substantial analytic, synthetic, and technical skills. A- (70-76): Performs the assigned task to a high standard with accuracy and sufficient detail, without significant errors or major shortcomings. Demonstrates a comprehensive level of knowledge and ability to synthesise an exceptionally wide range of materials. Distinctively sophisticated and focused analysis, critical use of sources and insightful interpretation. Outstanding ability to formulate a convincing and coherent argument independently. Excellent presentation and comprehensive documentation.</td>
</tr>
<tr>
<td>60-69</td>
<td>B</td>
<td>Merit. Performs the assigned task to a very good standard. Most but not all of the criteria satisfied for an A grade. Less evidence of originality, critical thought and individuality.</td>
</tr>
<tr>
<td>50-59</td>
<td>C</td>
<td>Fair grasp of basic issues. Some, limited critical thinking or reflection demonstrated. Many relevant points made, clearly argued, accurate and coherent. Includes major points in the course material and shows appreciation of their importance but fails to progress beyond routine points. Marks may have been deducted for: limited range and depth of reading; tendency to summarise the work of others rather than to synthesise the fruits of research into a discernible thesis; failure to maintain a consistent narrative and/or argument throughout essay; generalisations beyond the evidence offered; inadequate or inaccurate referencing; poor grammar, punctuation and/or spelling. 50: minimum passing mark.</td>
</tr>
<tr>
<td>49-0</td>
<td>F (fail)</td>
<td>Failure. Inadequate in conception, substance or argument. Shows a poor familiarity with relevant information and an inability to synthesise</td>
</tr>
</tbody>
</table>
- material from a range of sources. Demonstrates failure to use sources and an inadequate ability to engage in systematic inquiry. Failure to present a sustained, coherent and effective argument. Inadequate grasp of appropriate principles of documentation and presentation.
A complete and up-to-date directory of all STS academic and professional services staff is located on the STS Website: www.ucl.ac.uk/sts.

### 27.1 Academic staff:

1. Prof. Joe Cain – Head of Department, and Professor of History and Philosophy of Biology.
2. Dr. Emma Tobin – Deputy Head of Department and Senior Lecturer in Philosophy of Science.
3. Prof. Jon Agar – Professor in Science and Technology Studies.
4. Dr. Chiara Ambrosio – Senior Lecturer in History and Philosophy of Science.
5. Prof. Brian Balmer – Professor in Science Policy Studies.
6. Dr. Brendan Clarke – Associate Professor in History and Philosophy of Medicine.
7. Dr. Emily Dawson – Associate Professor in Science Communication.
8. Dr. Carina Fearnley – Associate Professor in Science and Technology Studies.
9. Dr. Jean-Baptiste Gouyon – Lecturer in Science Communication.
10. Prof. Andrew Gregory – Professor of History and Philosophy of Science.
11. Dr. Phyllis Illari – Senior Lecturer in History and Philosophy of Science.
12. Prof. Frank A.J.L. James – Professor of History of Science.
13. Dr. Simon Jay Lock – Associate Professor in Science Communication and Governance.
14. Dr. William Maclehose – Lecturer in History of Medicine.
15. Dr. Tiago Mata – Lecturer in Science and Technology Studies.
16. Dr. Melanie Smallman – Lecturer in Science and Technology Studies.
17. Dr. Jack Stilgoe – Senior Lecturer in Social Studies of Science.
18. Dr. Simon Werrett – Senior Lecturer in History and Philosophy of Science.

### 27.2 Teaching Fellows:

19. Mr Erman Sozudogru

### 27.3 Professional Services Staff:

20. Lori Coletti Campbell – Department Manager.
22. Randalle Roberts – Academic Administrator.
MyFeedback features include:

- View and compare feedback and grades from across Moodle courses in one place.
- Export feedback and grades to excel.
- View feedback and grades for assignments, quizzes, workshops (for peer assessment) and manual grade items (for offline assessments like presentations etc.).
- See whether assessments were submitted on time and when feedback was viewed.
- Filter and sort by module and assessment type.
- Search for a particular assessment.

You can access MyFeedback from the Moodle My home page by clicking the link in the MyFeedback block:

There is also a link to MyFeedback under Reports on your Moodle profile page, which you can access by clicking on your name (in the top, right corner of any Moodle page) and choosing Profile.

The student dashboard has three tabs Overview, Feedback Comments and Personal Tutor.

1) Overview – Lists your assignments with their grades and a link to the full feedback. You can search and filter in order to find a particular assignment. There is a function to print and export to Excel and you can also choose to view assignments from a previous academic year.
2) Feedback Comments – General Feedback Comments are listed by assignment and module along with details such as the Grade and Submission Date. An important feature of this page is the ability to enter self-reflective notes. This can be used to reflect on an element of assessment or coursework to feed-in to discussions with your Personal Tutor. You may also wish to use it to reflect on employability and in discussions with careers advisors.

3) Personal Tutor – Provides Personal Tutor details and an ‘Email Tutor’ button.

MyFeedback aims to:

- Allow Students and their Personal Tutors to review feedback and grades to help determine how to improve academically.
- Help Personal and Module Tutors to identify students who may need additional support.
- Help Students to identify patterns and understand their feedback, so they can act upon it (feed forward).
- Enable Tutors to see whether students have acted upon previous feedback and incorporated changes into their future work.

For further information please refer to the UCL E-Learning Support for Students wiki: https://wiki.ucl.ac.uk/display/UCLELearning/Student+support
“Awesome course”
“Opened my eyes to a lot of new ideas”
“Very good tutors, wonderful course”